TENETS

Accurate & timely intelligence shared by all

Effective tactics and strategies

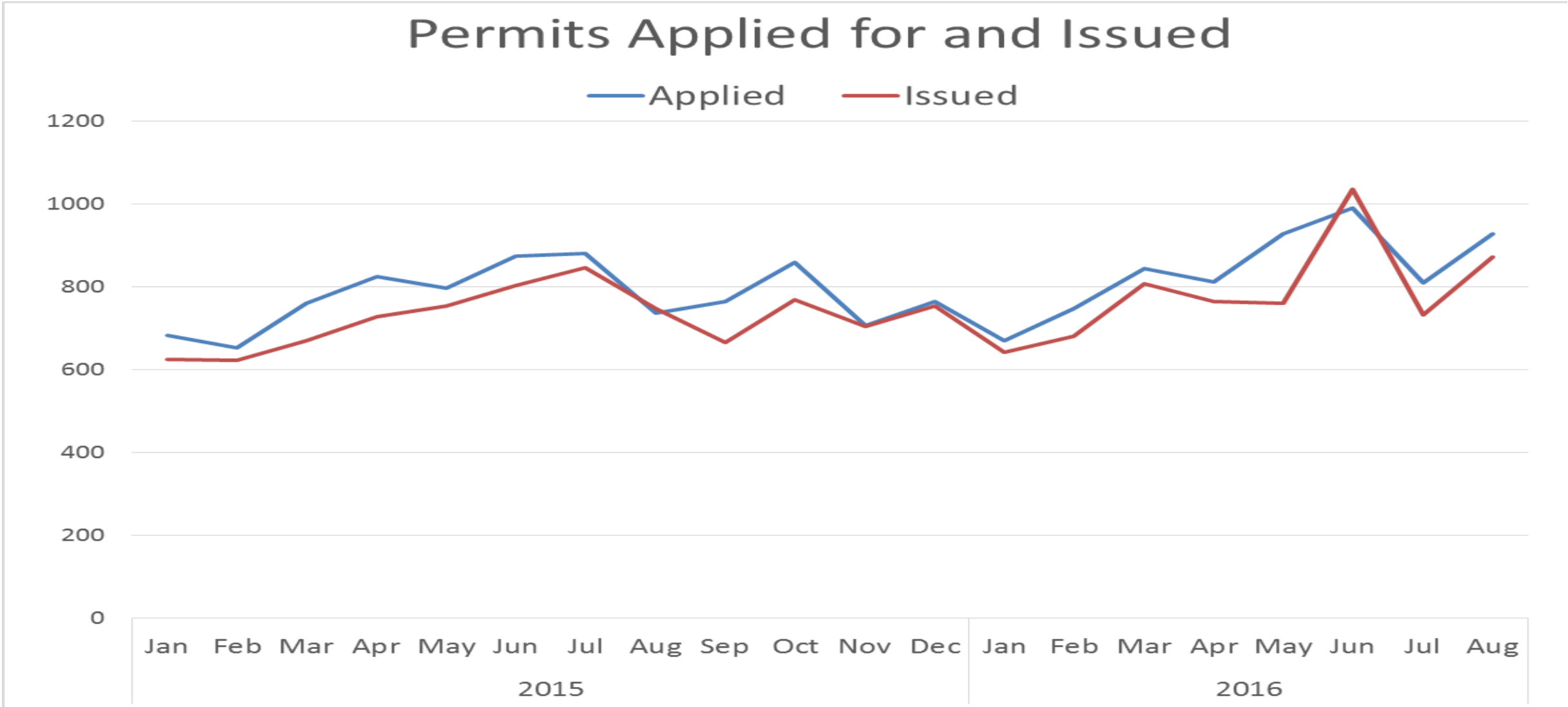
Rapid deployment of resources

Relentless follow-up and assessment

Start date					Timeline for Implementation													
Priority	Task #	Task Name	Process Owner	Current Status	1-May-16	1-Jun-16	1-Jul-16	1-Aug-16	1-Sep-16	1-Oct-16	1-Nov-16	1-Dec-16	1-Jan-17	1-Feb-17	1-Mar-17	1-Apr-17		
	04/01/2016																	
iLab Blitz Actions	1	Generate Application Examples (ADA Compliant)	Long															
	2	Create "Acceptable ROW Standards" Policy Recommendation	Pettit	Done				X										
	3	Application Checklist	Pettit	Done			X											
	4	Customer Education Regarding New RSP Process (NBD / CC)	Denise	In Process					X									
	5	Administration / CC buy-in to new process	Moore	Initiate after completion of Checklist					X									
	6	Create Central Information Point (City Website)	Pettit	Done					X									
	7	Elimimate Conditional Approval	Law	Pending						X								
	8	CPD Review/Comment Process Efficiency	Anderson / Simpson	Discussing with PD personel				X										
	9	Develop RSP SOP Process/Manual	Denise	Started, pending revisions						X								
	10	Database Coordination (Share Drive / CAGIS)	Denise/Morgan	Done			X											
iLab Milestones	1	Collecting Fees (Online?)	DOTE / Law / Finance / ETS	Non-existent enforcement, pending review and application of CMC						X								
	2	Update Fee Structure	DOTE / Law	Pending discussion and decisions								X						
	3	Need Funding Resources for Appropriate Enforcement	DOTE	Enforcement is minimal, need clarification of efficiencies created by ilab								X						
	4	Clarify / Modify CMC	Travis	Need discussion and determination with DOTE/Law and approval from CC								X						
	5	Developing interface to attach Contracts to CAGIS	Denise/Raj	In process - Working out the kinks in the program				X										
	6	Approve Policy Updates	Moore	Pending creation of policy recommendations by staff						X								
	7																	
	8																	
	9																	
	10																	
iLab Quick Hits Actions	1	Confirm CM signature Requirement	Denise	Done		X												
	2	Define Central Contact Person	Denise	Done	X													
	3																	
	4																	
	5																	
	6																	
	7																	
	8																	
	9																	
	10																	

Revocable Street Privilege iLab Implementation Plan

	Revocable Street Privilege Process Metrics	Current State Baseline (average per month)	Future State Estimate (average per month)	June	July	Aug
Process Performance Metrics						
	# applications received	10	10	9	10	17
	# signed contracts	4	8	5	5	2
	# signed contracts / # applications x 100%	40%	80%	56%	50%	12%
	# conditional approval	8	0	6	10	10
	# applications rejected	1	1	2	1	2
	# pending applications - with City	1	0	2	2	3
	# pending applications - with customer	2	0	3	3	3
	Avg days from application to signed contract	153	45	126	132	134
	Avg days from application to either conditional approval or rejection	39	25	33	33	33
	Avg days in pending status - With City	30	20	69	69	68
	Avg days in pending status - With customer	65	15	32	33	30
Process Design Improvements						
	Average # of re-work loops per month			4	6	6
	# decision points	8	6	8	8	8
	# in-house databases used	2	0	2	2	2



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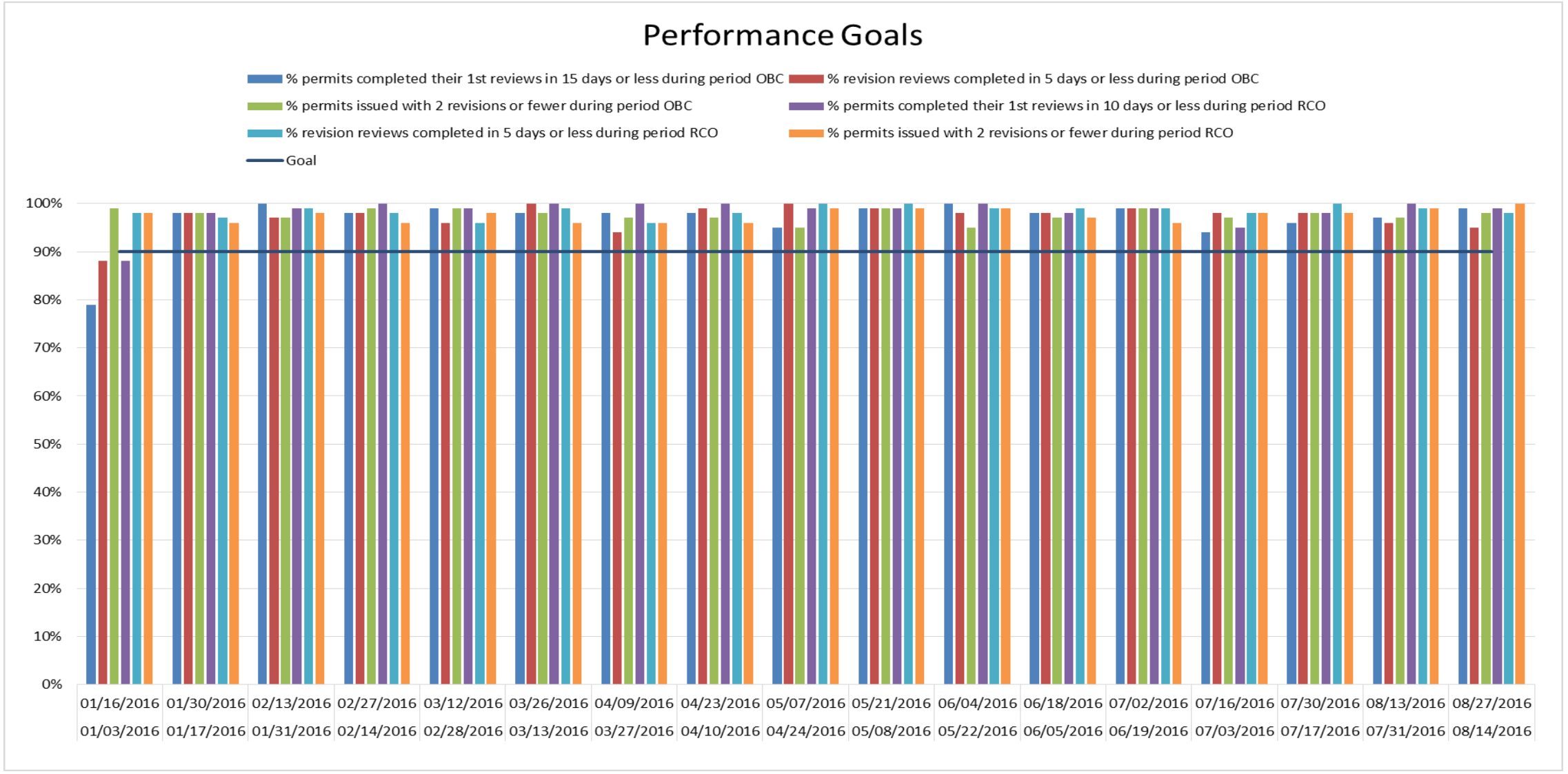

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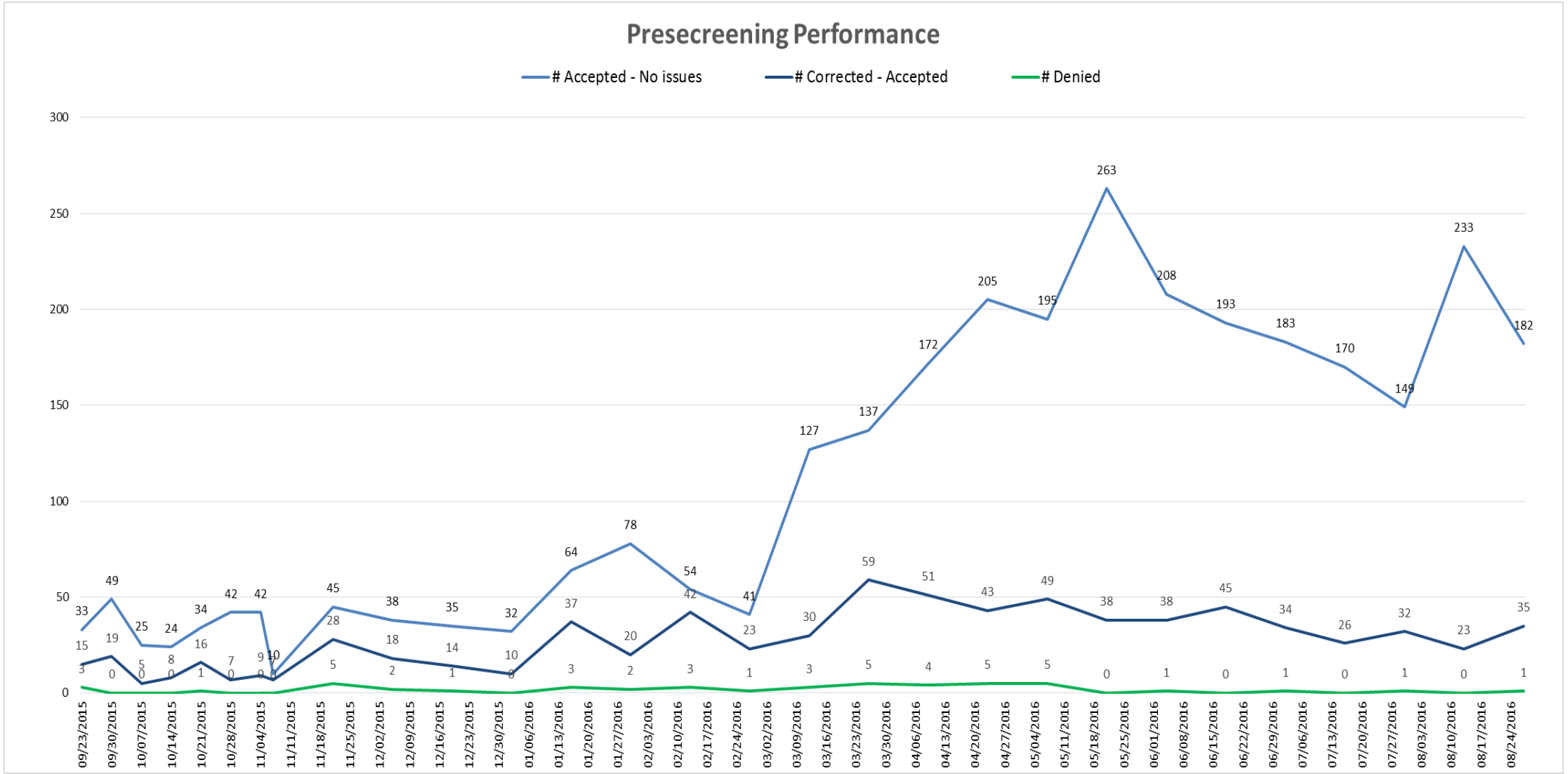
Presecreening Performance
Accepted - No issues
Corrected - Accepted
Denied
300
250
200
150
100
50
0
09/23/2015
09/30/2015
10/07/2015
10/14/2015
10/21/2015
10/28/2015
11/04/2015
11/11/2015
11/18/2015
11/25/2015
12/02/2015
12/09/2015
12/16/2015
12/23/2015
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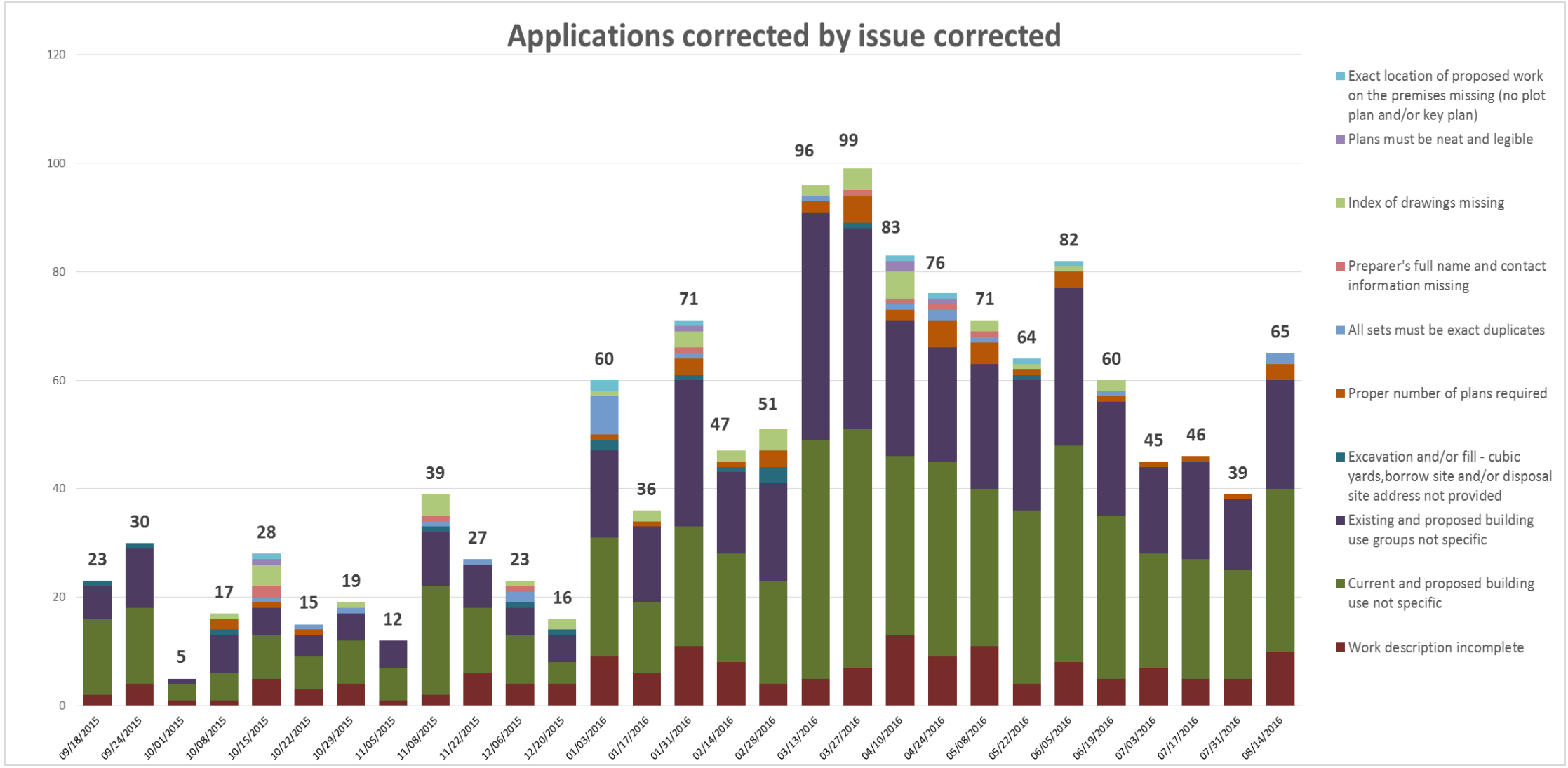
08/24/2016



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Building Inspections Processed

Period Start	07/17/2016	07/31/2016	08/14/2016	08/28/2016	09/11/2016	09/25/2016	10/09/2016	10/23/2016	11/06/2016	11/20/2
Period End	07/30/2016	08/13/2016	08/27/2016	09/10/2016	09/24/2016	10/08/2016	10/22/2016	11/05/2016	11/19/2016	12/03/2
Building Construction Inspection										
Plumbing										
Residential										
# inspection requests										
# inspections scheduled										
# inspections completed										
# inspections passed										
# inspections failed										
# requested inspections pending scheduling										
# applications pending resolution at end of period										
Average time (days) from application to completion										
# of inspectors										
Average # inspections per inspector Service area A										
Average # inspections per inspector Service area B										
Commercial										
# inspection requests										
# inspections scheduled										
# inspections completed										
# inspections passed										
# inspections failed										
# requested inspections pending scheduling										
# applications pending resolution at end of period										
Average time (days) from application to completion										
# of inspectors										
Average # inspections per inspector Service area A										
Average # inspections per inspector Service area B										
Electric										
Residential										
# inspection requests										
# inspections scheduled										
# inspections completed										
# inspections passed										

DOTE

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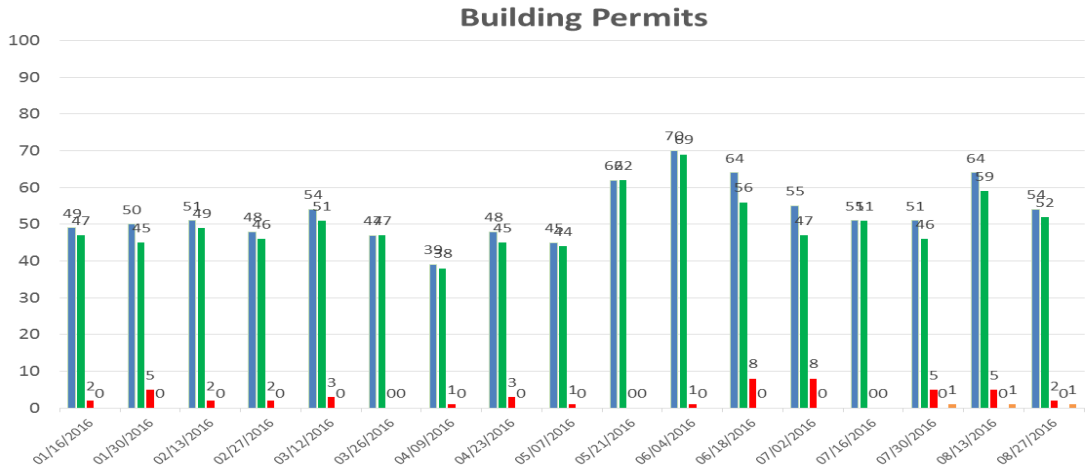
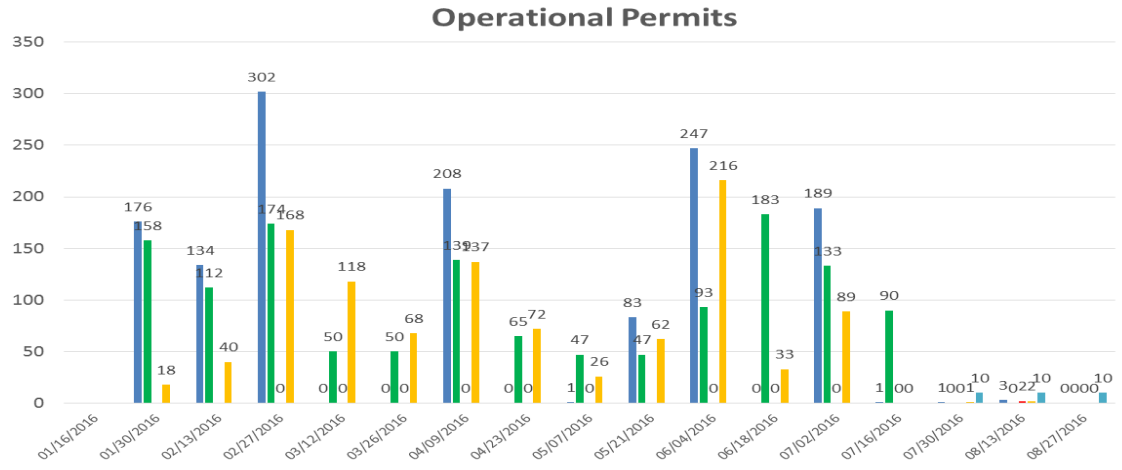
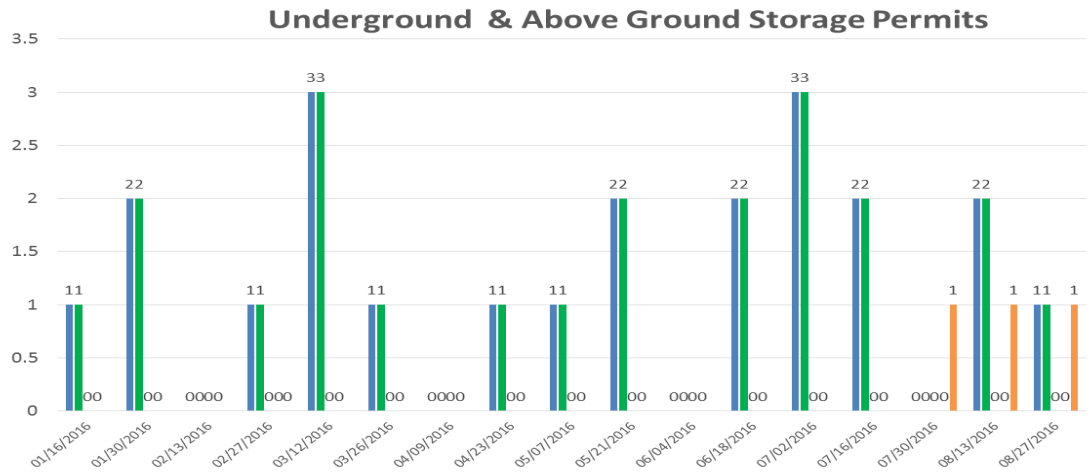
FIRE







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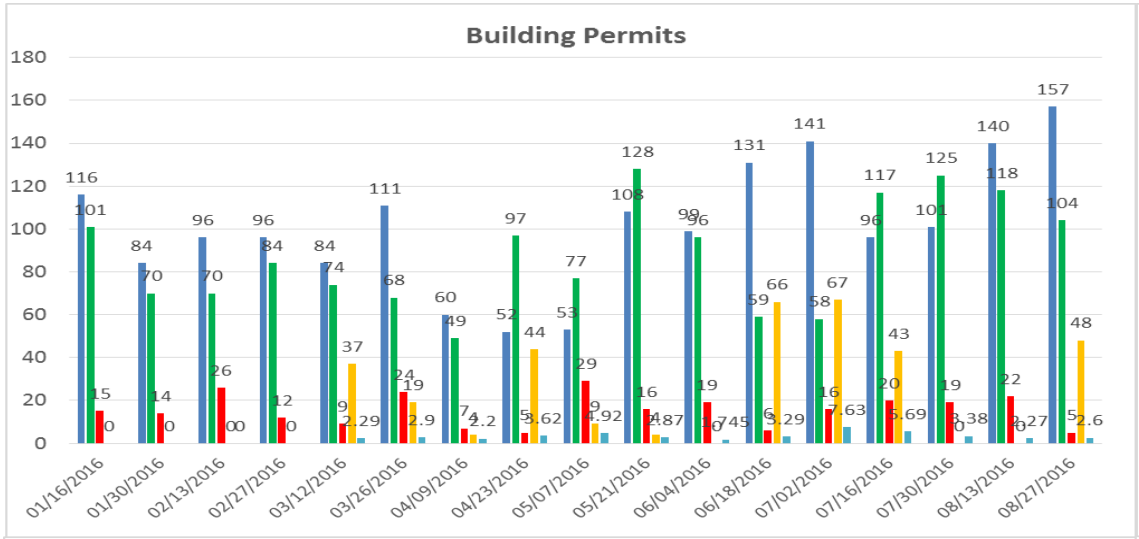
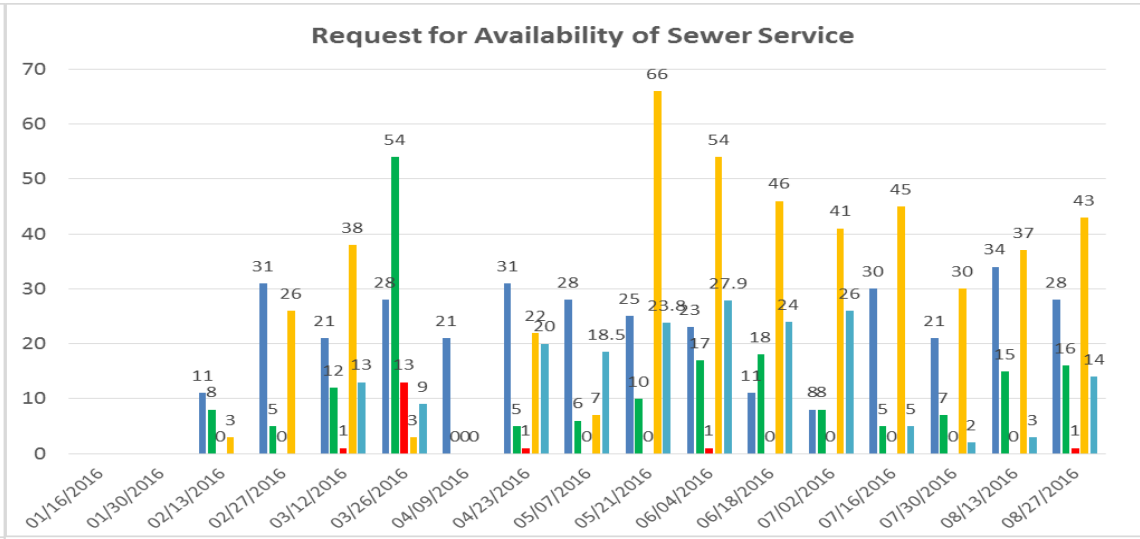
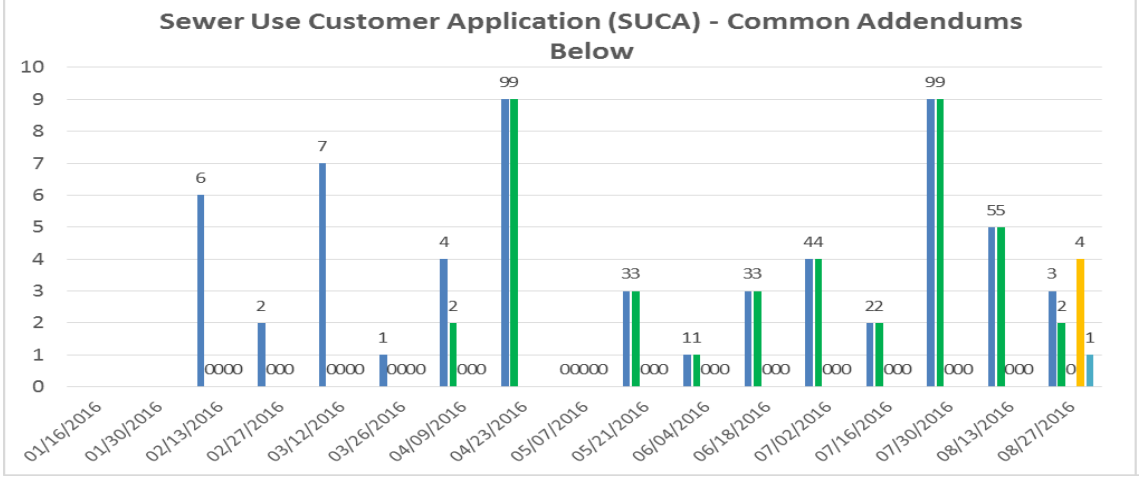
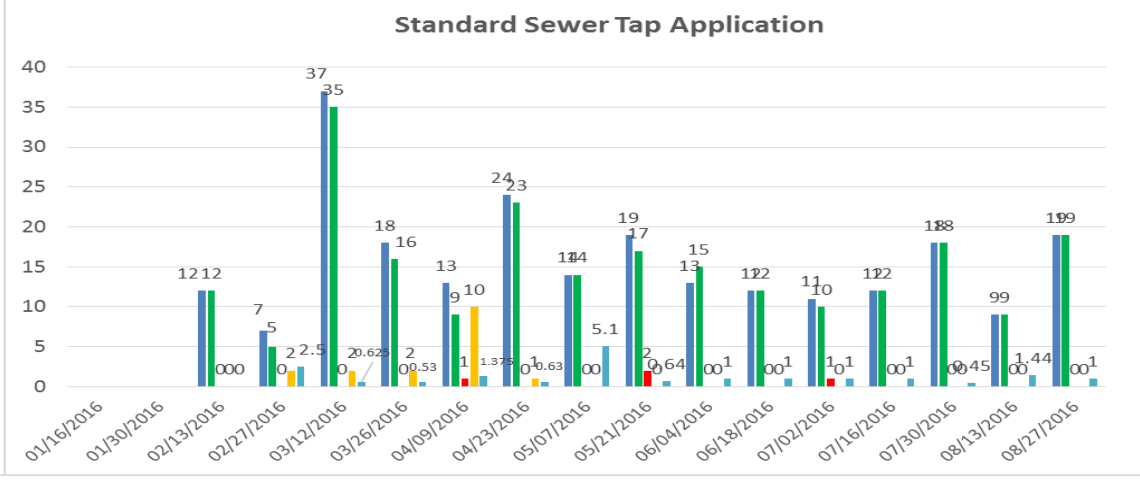
MSD









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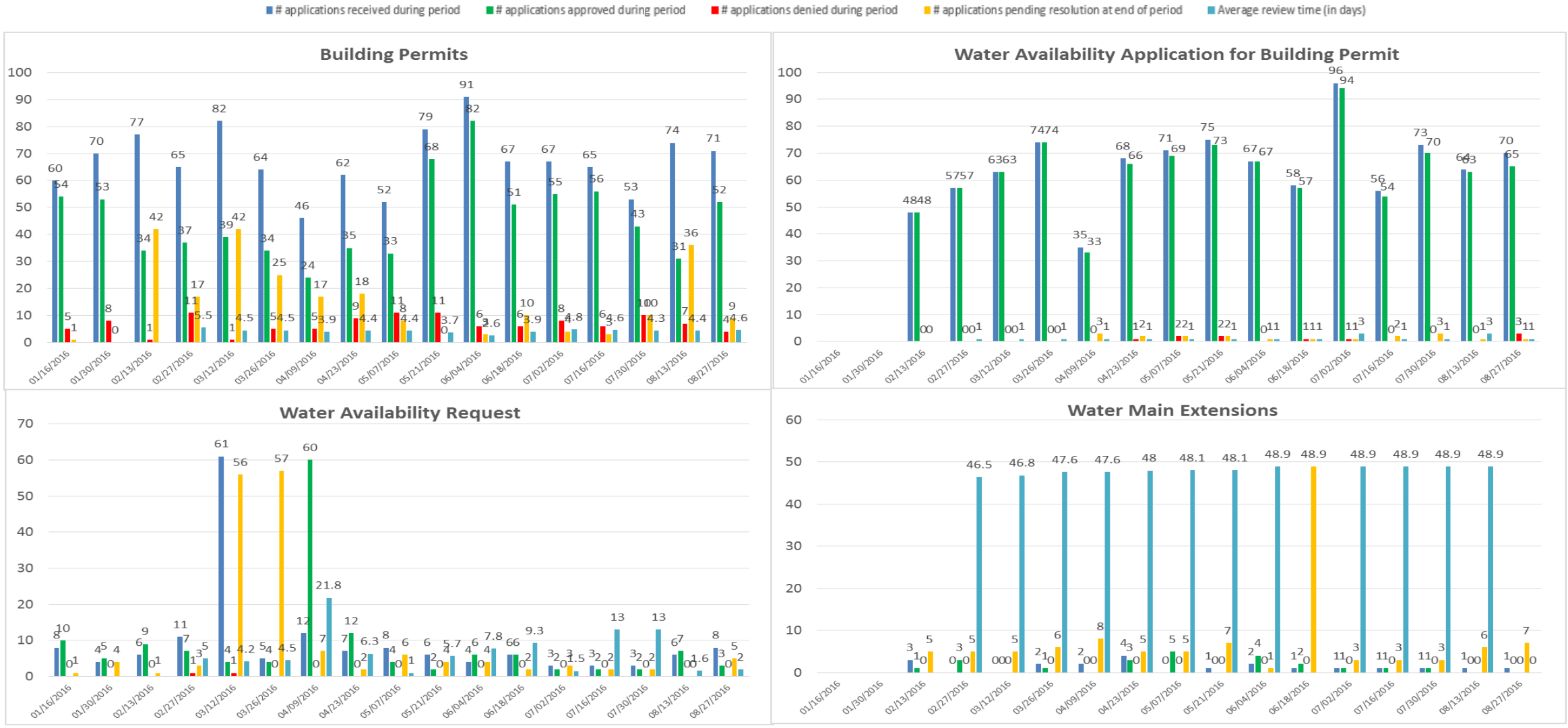
WATER



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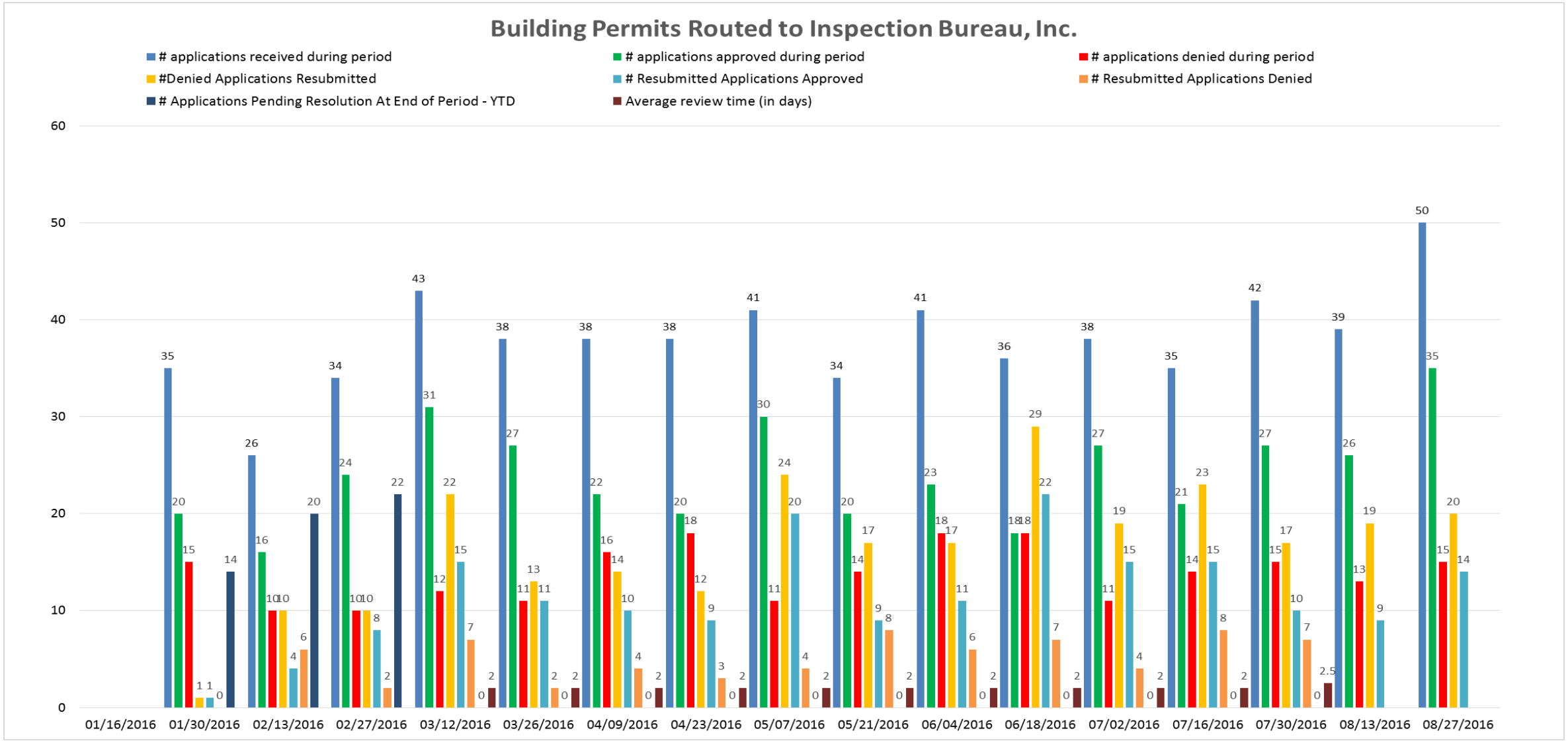

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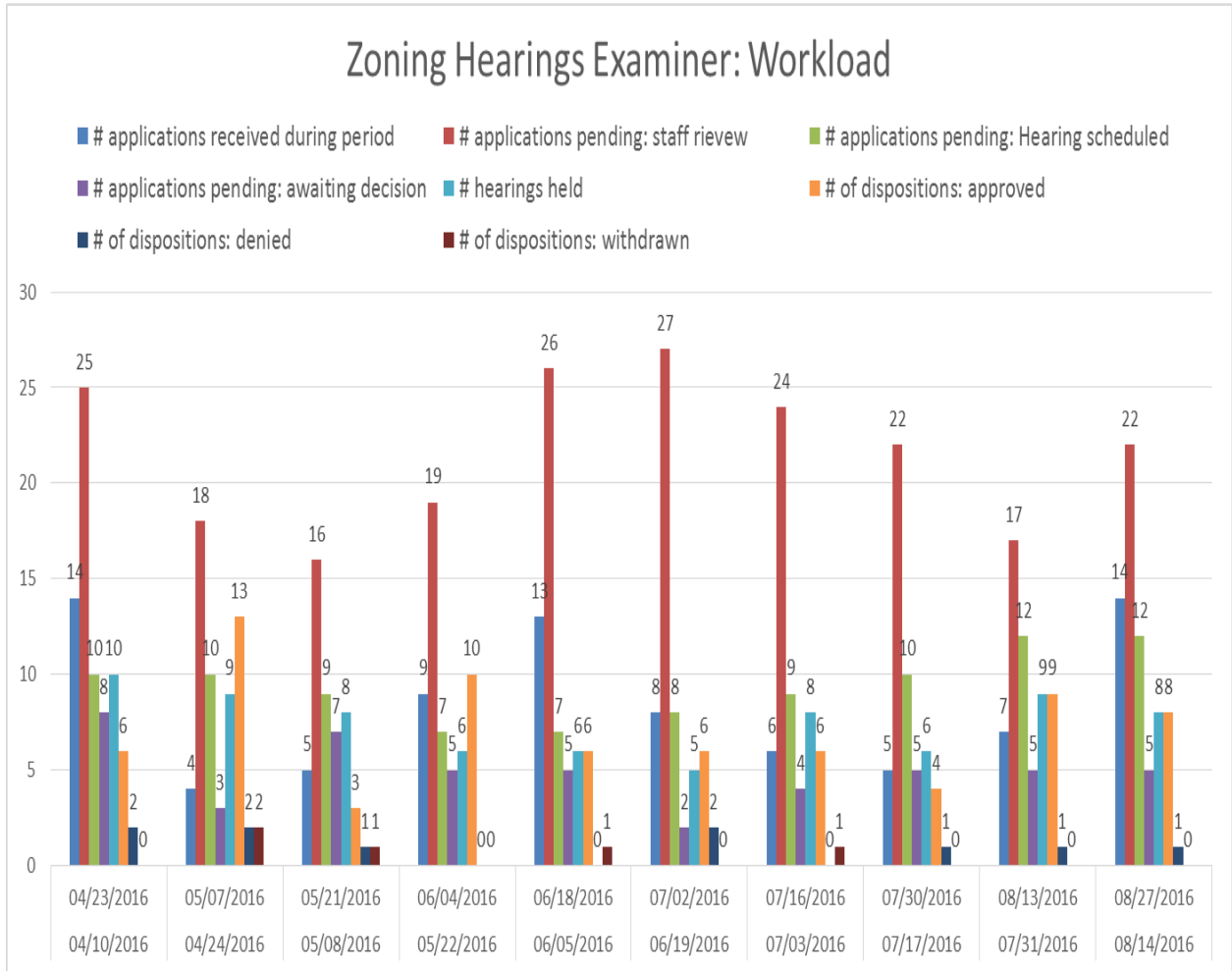
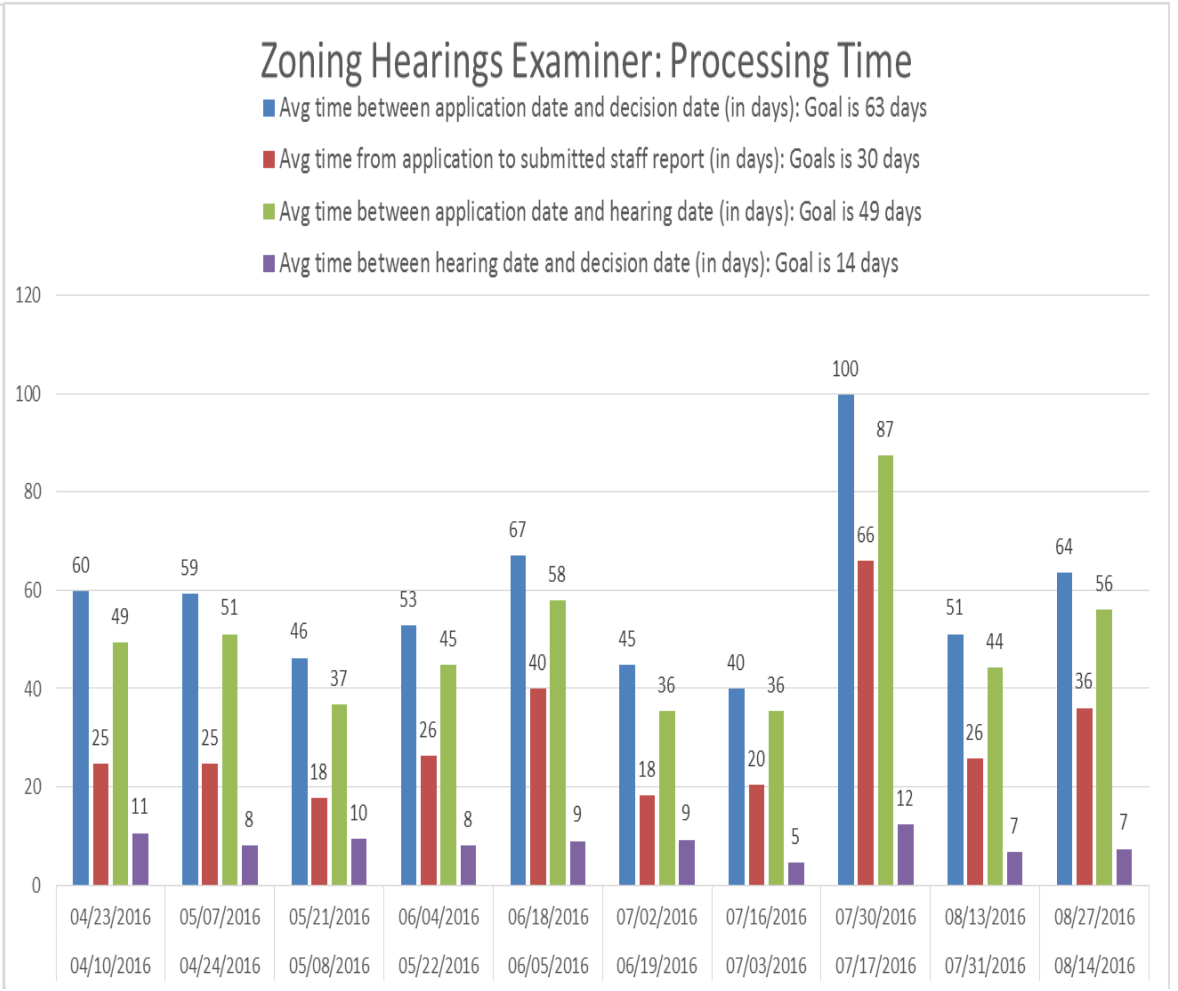
BOARDS





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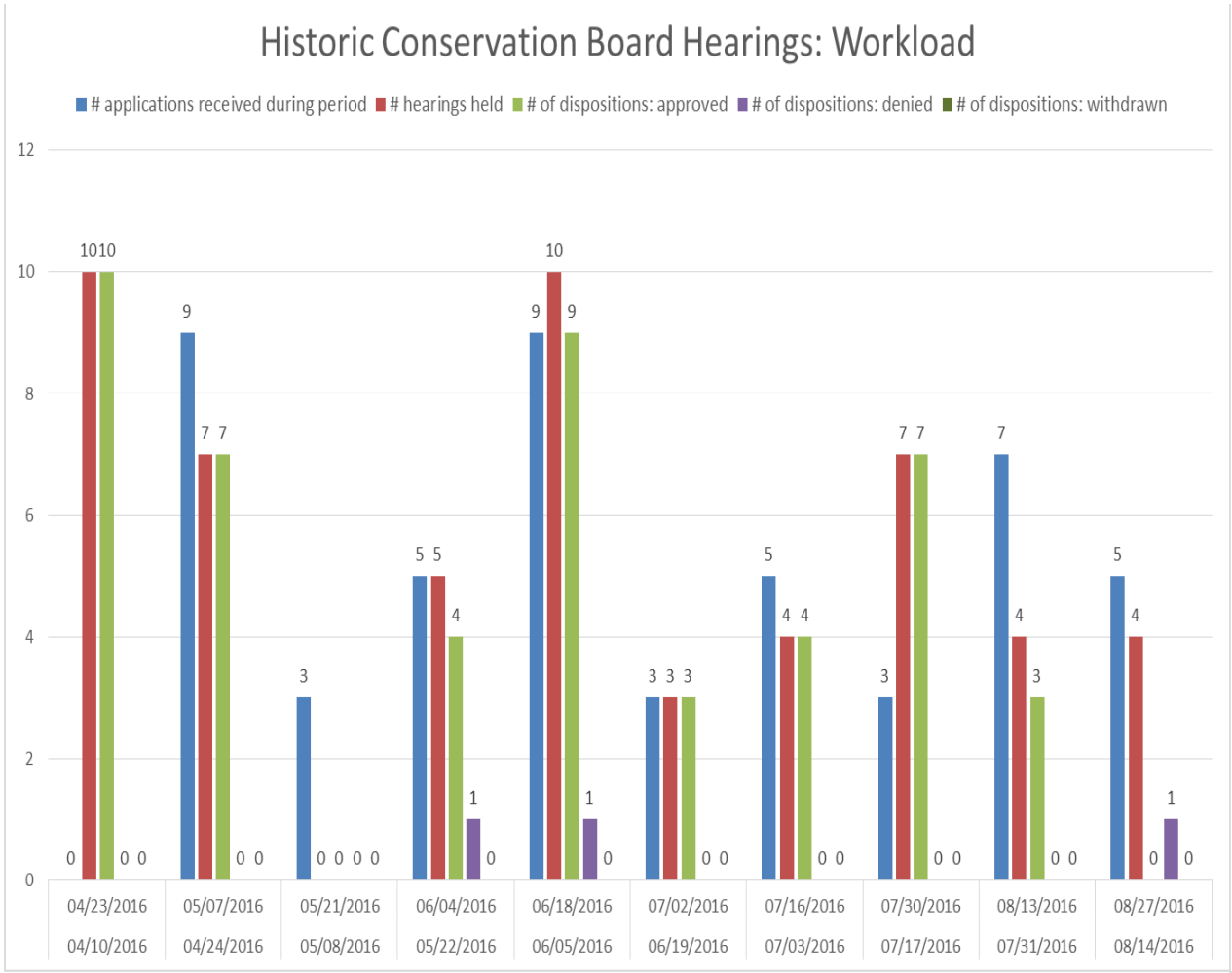

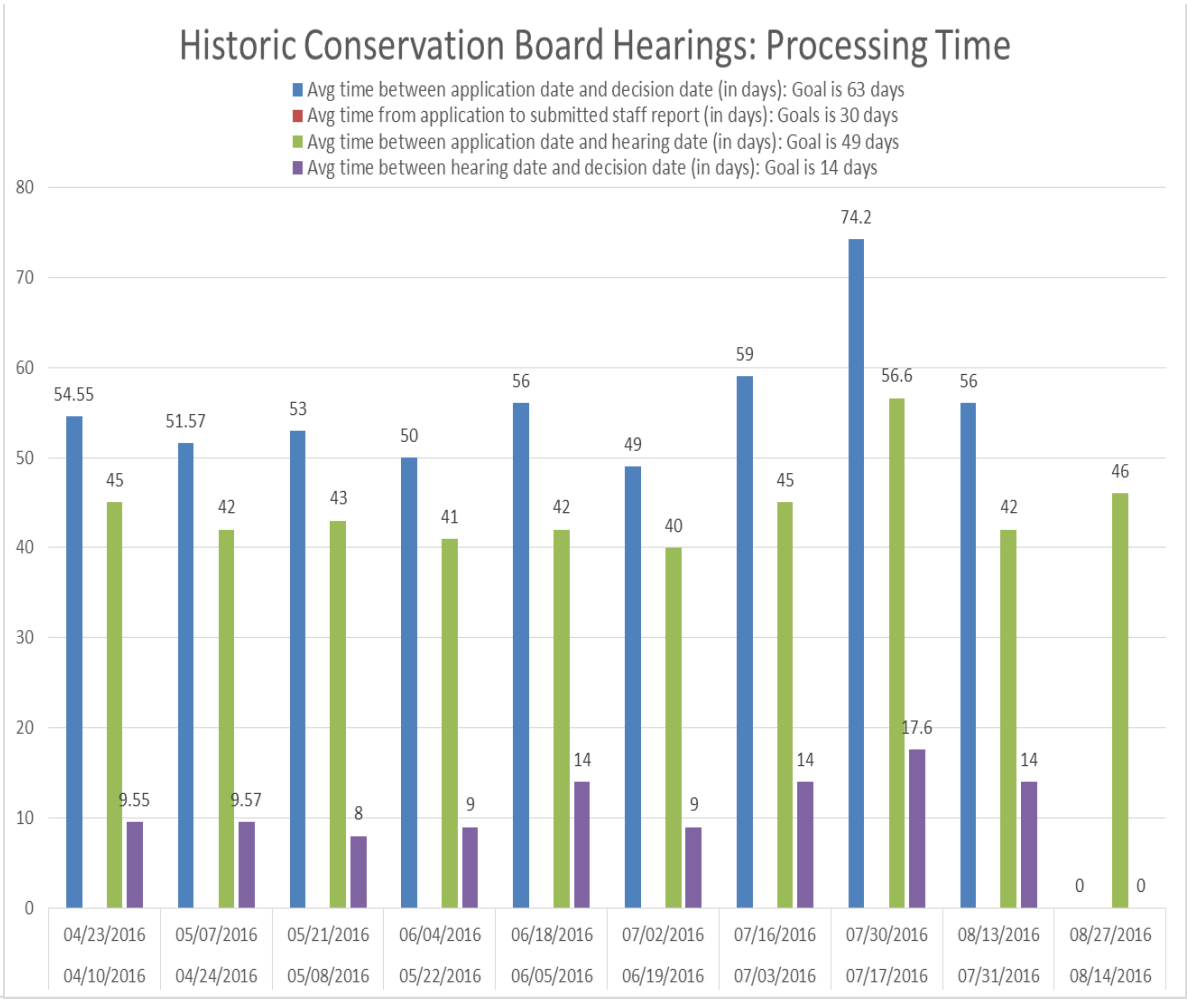

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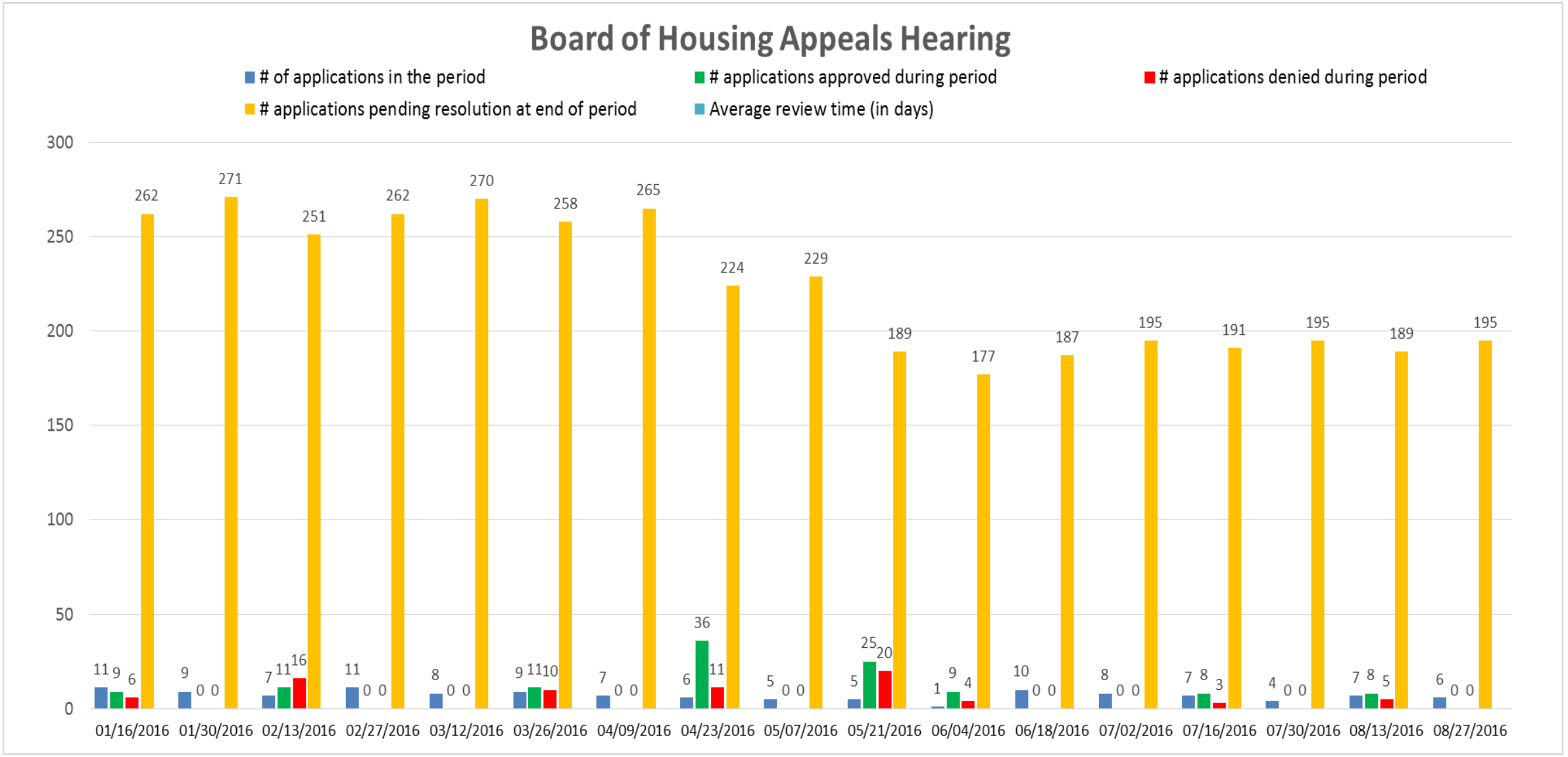

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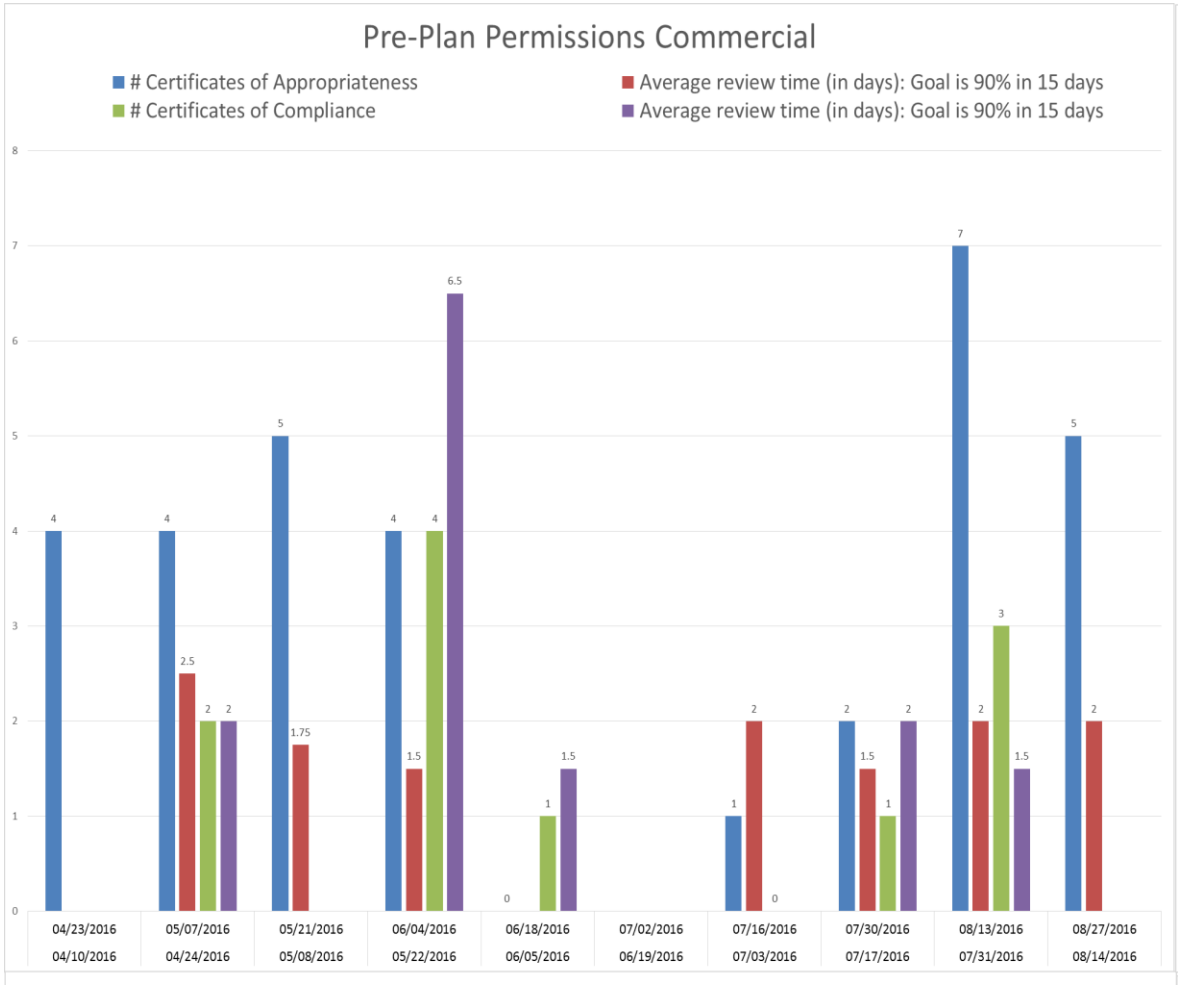
ZONING



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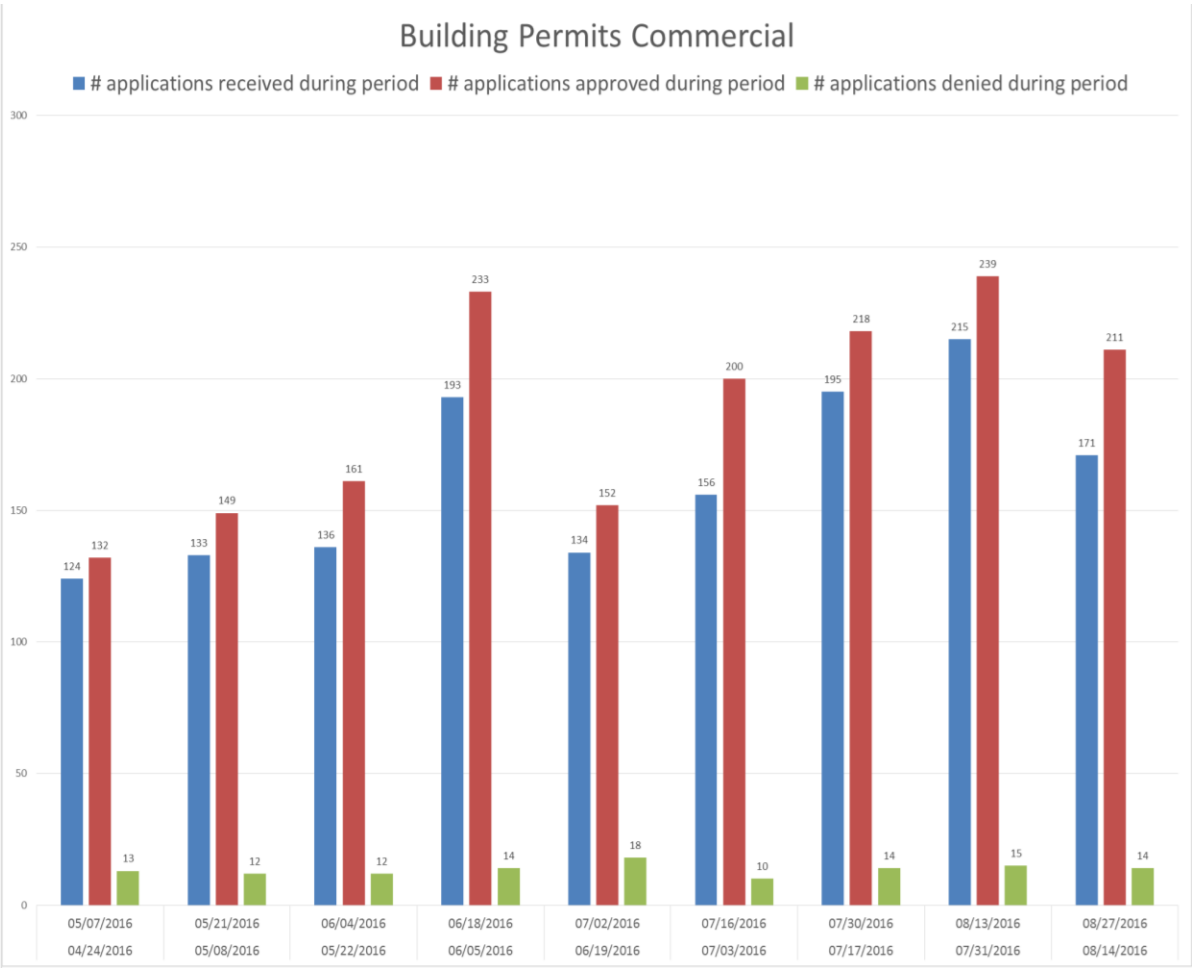

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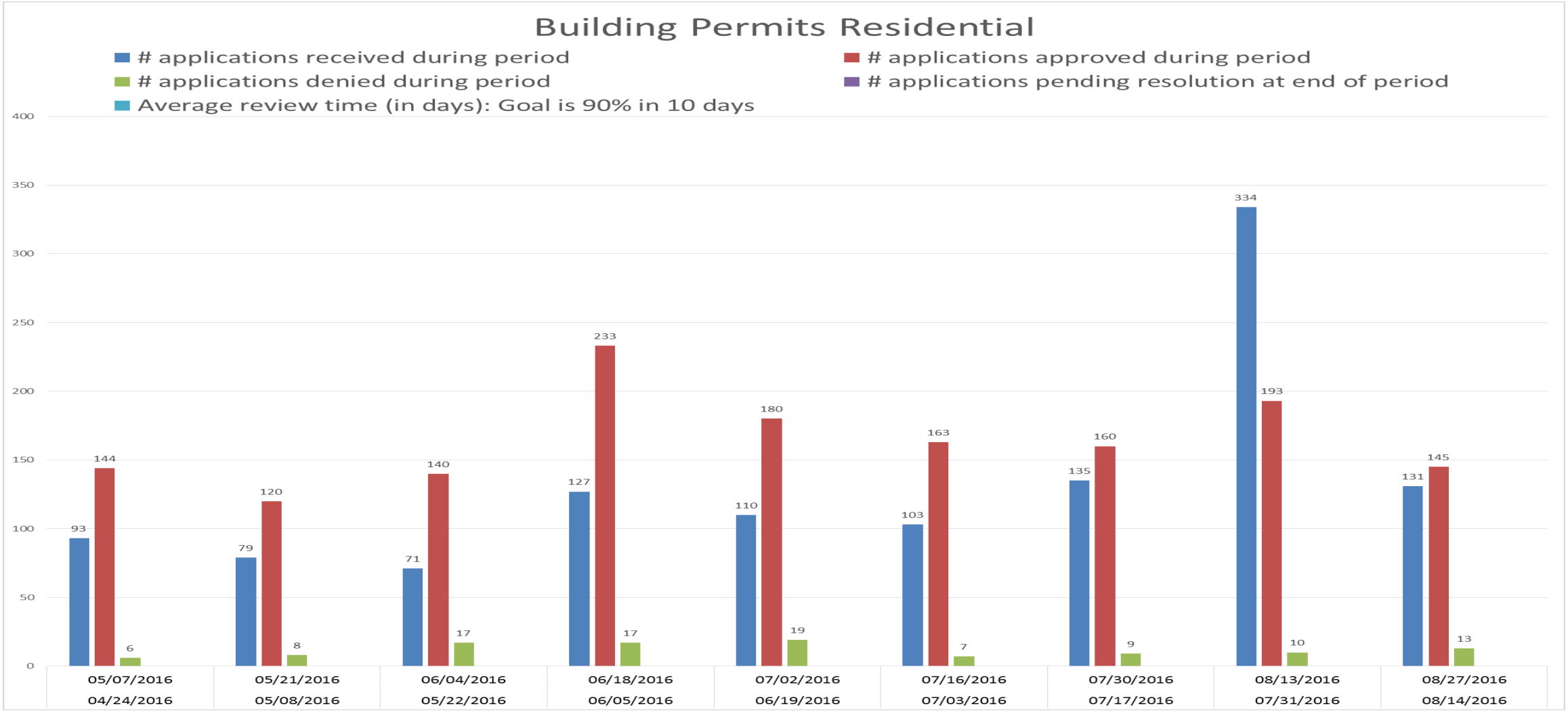

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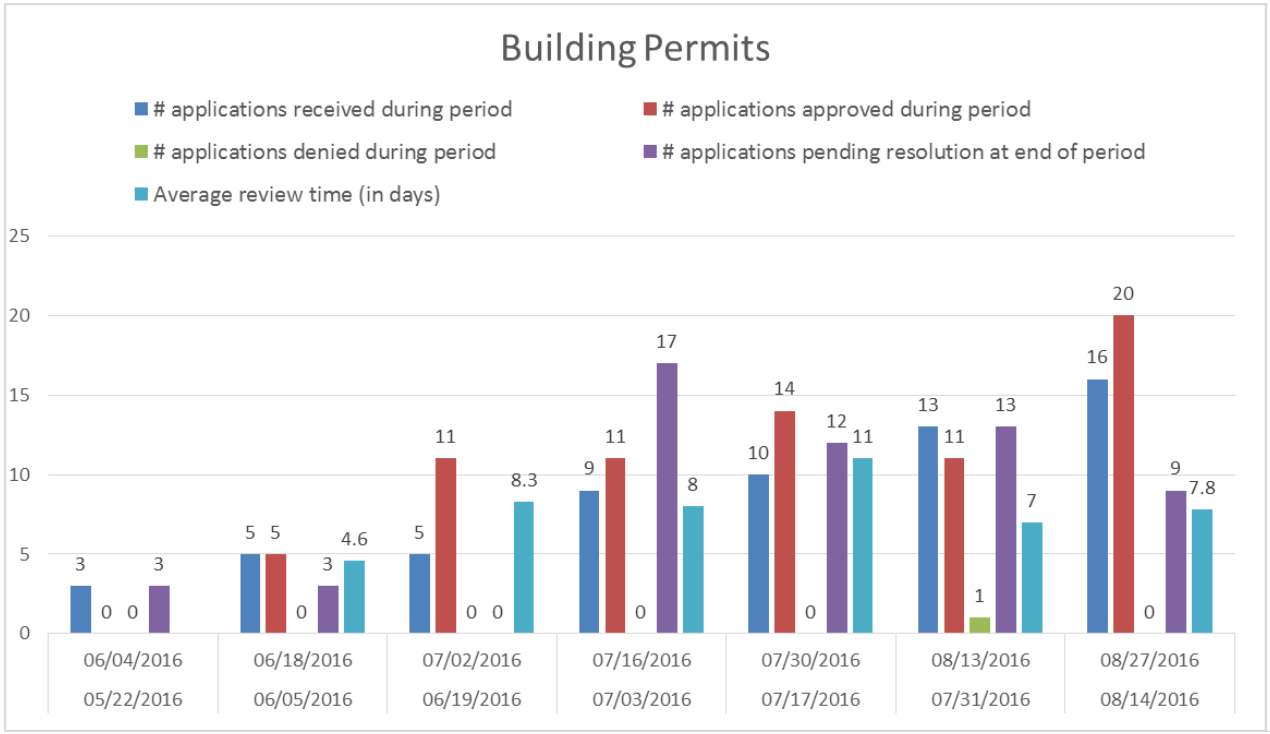
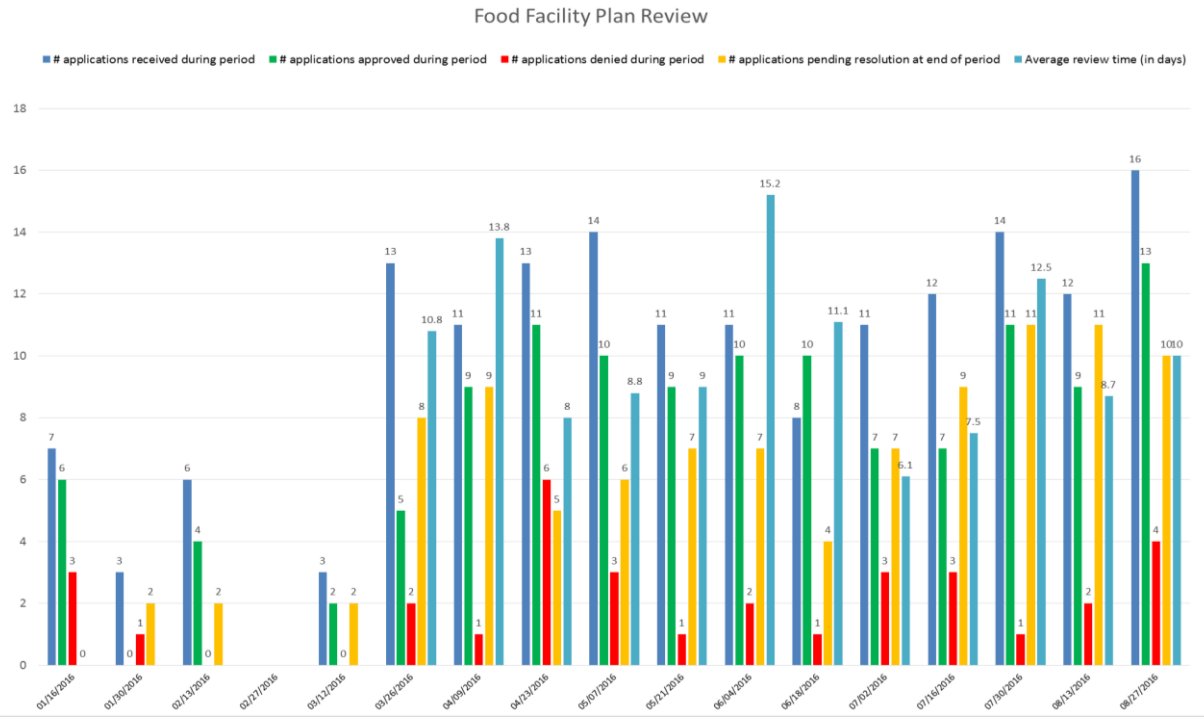
HEALTH





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Safer Streets | **Growing Economy** | Thriving & Healthy Neighborhoods | Innovative Government | Fiscal Sustainability & Strategic Investment

City Priority	Department Objective	Milestones for Success
Growing Economy	**Walk Through Plan Review Program.**	1) Approval of positions through 2017 budget 2) Recruit and hire walk thru plan examiner and small business facilitator 3) Develop the size and use limitations for the program 4) Identify the funding to make the physical changes necessary to the permit center to support the program 5) Design and implement the tracking and reporting changes to permits plus to support the program 6) Make physical changes to the permit center 7) Coordinate changes in the review process with other review agencies 8) Train staff (both new and existing) on the new process and procedures 9) Advertise the process to industry 10) Monitor performance
	Enhanced Pre-Development Process.	1) Participate in the planning process for university area to assist in concept development for a RRI program 2) Approval of positions in 2017 budget 3) Identify proposed neighborhoods for pilot program. Provide analysis to justify neighborhood selections. 4) Coordinate with Law Department on the development of a ordinance. 5) Design and implement tracking and reporting changes to permit plus to support the RRI program. 6) Work with facilities to modify the floor to accommodate the necessary work stations. 7) Recruit and hire authorized inspectors. 8) Develop FAQ's for the program. 9) Conduct outreach to affected neighborhoods and landlord associations. 10) Send notifications to property owners with FAQ's, applications, and self-inspection checklist. 11) Schedule all properties for inspection 12) Perform all required inspections 13) Evaluate baseline conditions from first year inspections to measure future success of the program. 14) Monitor property improvements and complaint levels.
Thriving & Healthy Neighborhoods	**Residential Rental Inspection Program (RII).**	- Create Draft Ordinance - Conduct outreach to effected neighborhoods, university, and landlord associations - Upon passage, send notifications to property owned with FAQ's, application, and self-inspection checklist - Hire authorized inspectors - Schedule all properties for inspection - Perform inspections - Estimate 2nd year staffing levels based on percentage of 4 year certificates issued
	Façade Safety Program.	- Create Draft Ordinance - Conduct outreach to building owners affected by the ordinance - Upon passage of enabling legislation, notify the owners of requirements, provide a Critical Façade Inspection Report template, instructions and FAQ on how to comply, conduct an informational seminar for those subject to the ordinance - Process the reports and façade safety applications - Conduct enforcement to ensure compliance with the provisions of the ordinance and necessary corrections to protect public safety
Innovative Government	**Quality Control Program.**	- Allocate resources to perform quality reviews for each section - Develop forms, by section, to document review findings - Meet with staff, by section, to walk through process - Develop process to randomly select review day for each employee per quarter - Develop template for post review discussion with employee - Develop quarterly assessment tool by section for refining training and procedures
	Focus on Performance Management to Improve Service Delivery.	- Participation in annual Performance Agreement process - Self-assessment and evaluation based on Performance Agreement - Participate in CincyStat sessions as requested • Establish process for customer service feedback on permits • Identify areas of duplication amongst other departments processes and integrate workflows into building permit process - Ensure representation in Innovation Lab events as needed and follow-up on recommendations relevant to the department
	Participation in Enterprise IT Governance.	- Provide an updated inventory of all IT systems - Department IT representation at IT Governance meetings as requested - Proactive communication and discussion with IT Governance regarding upcoming and planned IT purchases
Safer Streets	**Integration with Police Department's Violence Reduction Plan.**	- To the extent the department provides relevant services, the department will be expected to engage in supporting CPD's success

TENETS

Accurate & timely intelligence shared by all

Effective tactics and strategies

Rapid deployment of resources

Relentless follow-up and assessment